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TERMS AND CONDITIONS

This Website is the property of the Hotelatelier trading group, which includes the companies High Tech Hotels and Resorts, S.A.U., Hotel Puerta del Sol, S.A., Hoteles Tecnológicos 2010, S.A., Arocic Investments, S.A., Old Town Hotels, S.L., Casona 1900 Hotel Boutique S.L. and Ascenluntias U.L.D.A., all referred to hereinafter as “Hotelatelier Group”, which operates under the trade names Hotelatelier, Petit Palace Hotels, Icon Hotels, Groovie Hotels, Hotelity and Eventier. By entering this Website, you acknowledge and accept the following terms and conditions:

Terms and conditions

The contents, commercial activities, products and services included in this Website are not intended for, or otherwise aimed at, persons residing in jurisdictions where such content is not authorised. Entry to this Website is the sole responsibility of the user concerned. Entering this Website does not imply any type of commercial relationship between Hotelatelier Group and the user. Accessing and browsing this Website implies awareness and acceptance of the legal notices, conditions and terms of use contained herein.

Updates and modifications of Website content

The information shown on this Website is current as of the date of its last update. Hotelatelier Group reserves the right to update, modify or erase the information contained on this Website, and may likewise restrict or deny access to the Website. This Website may not be altered, changed, modified or adapted. However, Hotelatelier Group reserves the right to make, at any time, as many changes or modifications as it sees fit, and may exercise this right at any time and without prior notice. Hotelatelier Group reserves the right to unilaterally modify the conditions and terms of use of this Website. Any such changes will be announced in due course. Changes to the terms of use will take effect from the time they are posted on this Website.

Content

Hotelatelier Group makes every effort to avoid any error in the content appearing on this Website. Hotelatelier Group offers no assurance that the content of this Website provided by third parties is free from error, and nor does it accept liability for any consequences arising from any such errors. Hotelatelier Group will not be held liable for any discrepancies that may exist between the printed documents and the electronic version published on this Website. In the event of any discrepancy between the printed version and the version published on the Website, the printed version will prevail. Hotelatelier Group accepts no liability for content, commercial activities, products or services that may be viewed via this Website by clicking on electronic links, either directly or indirectly. Any links found on the Hotelatelier Group website, unless expressly stated otherwise, are provided for information purposes only. Under no circumstances do they imply a suggestion, invitation or recommendation regarding their content. These links are not indicative of any relationship between Hotelatelier Group and the individuals or companies that own the websites that can be accessed via those links.

Hotelatelier Group reserves the right to remove, unilaterally and at any time, any links that appear on its Website. Hotelatelier Group accepts no responsibility or liability for the content of any forum or cyberspace discussion (chat), bulletin board, or any other type of transmission linked to this Website. It shall likewise lend its full cooperation, if required to do so by court order or by the relevant authorities, in identifying those responsible for posting any unlawful content. Hotelatelier Group will not be held liable in any way for the transmission of information between users. Responsibility and liability for the statements posted or shared on this website rests exclusively with those who make them. It is prohibited to transmit, via the Website or other access points controlled by Hotelatelier Group, any information or material that infringes the property rights of third parties, or the content of which is threatening, defamatory, obscene or pornographic, or that constitutes or incites conduct that could constitute a criminal offence. Hotelatelier Group reserves the right to prevent or prohibit access to any Internet user who introduces, on this Website, any content that is unlawful or considered immoral. It likewise reserves the right to pursue any legal action it sees fit in order to prevent this type of conduct.

Browsing, access and security

Accessing and browsing this Website implies awareness and acceptance of the legal notices, conditions and terms of use contained herein. Hotelatelier Group makes every effort to optimise the browsing experience and to prevent any type of damage that may be caused while browsing. Hotelatelier Group offers no assurance that access to this Website will be uninterrupted or error free and accepts no liability in this regard. It likewise offers no assurance that any content or software that may be accessed through this Website will be error-free and will not cause damage. Under no circumstances will Hotelatelier Group be liable for any loss or damage arising from access to and use of the Website, including, without limitation, damage caused to computer systems or caused by the introduction of viruses or malicious software. Hotelatelier Group will not be liable for any damage that may be caused to users owing to the improper use of this Website.

Intellectual and Industrial Property

This Website and its contents are protected by intellectual property laws. They may not be exploited, reproduced, distributed, modified, communicated to the public, transferred or transformed, in whole or in part. Entry to this website does not grant users any right or ownership whatsoever over the intellectual property rights relating to the content of this Website. The content of this Website may be downloaded to the user's computer, provided that it is for private use and has no commercial purpose. Accordingly, users may not exploit, reproduce, distribute, modify, publicly communicate, transfer, transform or use the content of this Website for any public or commercial ends. Hotelatelier Group does not transfer ownership of its software to users. The user is the owner of the medium on which the software is recorded. Hotelatelier Group retains all industrial and intellectual property rights, including the software. If you transfer software from this Website to your computer, you may not dissect it for study, decompile it, or translate the version of the original object code or its language into another code or language. The trade name, trade marks, logo, products and services contained on this Website are protected by law. Hotelatelier Group reserves the right to pursue legal action against any user who violates or infringes the intellectual and industrial property rights.

E-commerce

In compliance with Spanish Law 34/2002, of 11 July, on Information Society Services and Electronic Commerce, we hereby inform users of our contact details for any requests, questions and/or complaints, which may be sent to one or other of the following addresses:

HIGH TECH HOTELS A RESORTS, S.A.U; Paseo de la Castellana, 143 – 9º Planta, 28046 Madrid

Tax registration number: A82756610 – Company filed with the Companies Registry of Madrid at volume 15,693, folio

134, section 8, sheet no. M-264414.

HOTELES TECNOLÓGICOS 2010, S.A; Paseo de la Castellana, 143 – 9º Planta, 28046 Madrid

Tax registration number: A86069465 – Company filed with the Companies Registry of Madrid at volume 28,313, folio 76,

section 8, sheet no. M-509960.

HOTEL PUERTA DEL SOL, S.A; Paseo de la Castellana, 143 – 9º Planta, 28046 Madrid

Tax registration number: A83956136 – Company filed with the Companies Registry of Madrid at volume 19,919, folio

106, section 8, sheet no. M-351176.

OLD TOWN HOTELS, S.L; Paseo de la Castellana, 143 – 9º Planta, 28046 Madrid

Tax registration number: B57914327 – Company filed with the Companies Registry of Palma de Mallorca at volume 2,701,

folio 167, sheet no. PM-76343.

Or via the following email address: lopd@hotelatelier.com

PRIVACY POLICY

In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (hereinafter, "GDPR"), as well as Spanish Organic Law 3/2018 of 5 December, on the protection of personal data and digital rights (hereinafter, "LOPD-GDD"), users are advised that all personal data they provide through this Website will be entered into the filing systems owned by Hotelatelier Group and processed for

the sole purpose of being able to attend to their requests, keeping them regularly informed and improving the customer experience.

Basic information on personal data protection

Controller: HOTELATELIER GROUP (comprising the following companies: High Tech Hotels and Resorts, S.A.U., Hotel Puerta del Sol, S.A., Hoteles Tecnológicos 2010, S.A., Old Town Hotels, S.L. and Ascenluntias ULDA)

Postal address: Paseo de la Castellana, 143 – 9º Planta, 28046 Madrid

Phone: 915159450

e-mail: lopd@hotelatelier.com

Data Protection Officer: same contact details as above

Purpose: Commercial prospecting.

Lawful basis: Consent

Recipients: Data may be transferred to other group companies.

Rights: of access, rectification, erasure, objection to processing and restriction of processing.

Further information on personal data protection

Processor:

The processor of the user's data is HOTELATELIER GROUP, comprising the following companies: High Tech Hotels and Resorts, S.A.U., Hotel Puerta del Sol, S.A., Hoteles Tecnológicos 2010, S.A., Ascenluntias ULDA and Old Town Hotels, S.L; with registered office at Paseo de la Castellana, 143 – 9º Planta, 28046 Madrid; bearing tax number: A82756610; phone number: 915159450; and email address: lopd@hotelatelier.com

Purpose of data processing:

Hotelatelier Group will access the personal data for the sole and exclusive purpose of attending to requests from users and keeping them

regularly informed —including by electronic means— about our products and services, without being authorised

to apply or use such data for any purpose for which it has not been expressly authorised by the user.

Data retention:

The personal data provided shall be retained for as long as the data subject does not request their erasure or, where applicable, for a period of five years running from the last expression of interest by the data subject, in

which case they must be destroyed or otherwise returned to the data subject. The foregoing is without prejudice to any

legal provision requiring the retention of certain data, or where the data proves useful in the event of a claim arising from the provision of the services agreed to by the data subject.

Lawful basis for the data processing:

The lawful basis for processing the data is the consent of the data subject in response to requests to send them regular news and information on our products and services.

Recipients:

Users are informed that their data will be transferred to the companies of Hotelatelier Group. If they do not agree to such disclosure, they may exercise the rights set out in the “Exercise of rights” section of our Privacy Policy. Hotelatelier Group will only use such data for the purposes set out in this Privacy Policy. If the data subject provides Hotelatelier Group with personal data belonging to third parties, the data subject declares that said data are truthful and that he/she has informed and requested the prior express consent of those third parties to use of their data by Hotelatelier Group.

Exercise of rights:

Data subjects may, at any time, exercise the following rights provided for in the GDPR, in relation to the processing of their personal data:

- Right to request access to their personal data.
- Right to request the rectification or erasure of their personal data.
- Right to request the restriction of processing of their personal data.
- Right to object to the processing of their personal data.

- Right to the portability of their personal data.

Such rights may be exercised by writing to HOTELATELIER GROUP, with postal address at Paseo de la Castellana, 143 — 9º Planta, 28046 Madrid, or by sending an email to lopd@hotelatelier.com.

Security measures and levels of security:

HOTELATELIER GROUP has adopted the necessary measures to ensure the required level of security, according to the nature of the personal data processed and the circumstances of the processing, so as to prevent, insofar as possible and always according to the state of the art, any loss or unauthorised alteration, processing or access to the data. Hotelatelier Group likewise guarantees that it has implemented mechanisms to:

1. Ensure the continued confidentiality, integrity, availability and resilience of the processing systems and services.
2. Restore the availability and access to the personal data rapidly, in the event of a physical or technical incident.
3. Regularly verify, assess and evaluate the efficiency of the technical and organisational measures in place to ensure the security of the data processing.

Scope of application:

The structure of filing systems, equipment and information systems and the technical and organisational measures put in place to ensure data security, with the aim of complying with current legislation on data protection, will be applied to all files —both temporary or permanent— owned by Hotelatelier Group that contain personal data, and also to any other device or information system used to process data.

User consent:

The data subject confirms that they have read and understood and expressly accept this Privacy Policy when creating an account or registering with Hotelatelier Group, thus giving Hotelatelier Group their unequivocal and express consent

to process their data in accordance with the purposes and services described herein. The data subject expressly authorises the transfer of their data to third parties so that Hotelatelier Group may fulfil the purposes set out in this privacy policy.

Confidentiality and professional secrecy:

The data collected in all private communications between Hotelatelier Group and clients or users will be treated with the utmost confidentiality, and Hotelatelier Group undertakes to maintain the secrecy of all personal data, to store such data accordingly and to adopt all necessary measures to prevent their alteration, loss, or unauthorised processing or access, all in accordance with the Regulation on Security Measures for Automated Files containing personal data. In addition, any information that the parties exchange or agree is of a confidential nature will be treated accordingly.

Changes in the security and data protection policy:

Hotelatelier Group reserves the right to modify its security and data protection policy in order to adapt it to new legislative or case law developments, or any changes arising from existing codes, or following strategic corporate decisions. Any such modifications will take effect from the date on

which they are published on the Website of Hotelatelier.

Communication channels: We will use your personal information in order to fulfil our commitment of providing you with an unrivalled experience in all your interactions with Hotelatelier. As part of this pledge, and where you have authorised us to send you commercial communications, please be advised that we will send you this information by email, telephone, SMS, Facebook, Instagram or WhatsApp. We may also inform you about the products of other hotels belonging to our hotel group.

COOKIES POLICY

A cookie is a file that is downloaded to your computer when visiting certain web pages. Cookies allow a website, among other things, to store and retrieve information about the browsing habits of a user or their device. Depending on the information they contain and the permissions granted, they may also be used to recognise the user. The user's browser stores cookies on the hard drive only during the current session. They occupy minimal memory space and cause no harm to the computer. Cookies do not contain any specific

personal information, and most of them are erased from the hard drive at the end of the browser session (hence the name “session cookies”). Most browsers accept cookies by default and, independently of them, allow the user to block or allow temporary or stored cookies via the security settings. Without the user’s express consent —granted by enabling cookies in your browser— Hotelatelier Group will not allow the cookies to contain the user’s stored personal data provided at the time of registration or purchase.

What types of cookies does this website use?

– Technical cookies: Those allowing the user to browse and navigate through a website, platform or application and use the various options or services available or existing there, such as controlling traffic and data communication, identifying the session, allowing users to enter restricted access areas, retrieving information from previous orders, placing new orders, requesting registration or participation in an event, using security features while browsing, storing content for the posting of videos or sound, or sharing content through social networks.

– Customisation cookies: Those allowing the user to access the service with certain predefined general characteristics, depending on the settings enabled on the user’s device, such as language, the type of browser used to access the service, or the regional configuration from which the service is being accessed.

– Analytics cookies: Cookies used by us or by third parties to determine the number of users and thus carry out statistical measurement and analysis of the use made of the service offered. Users’ browsing habits are analysed with a view to improving the products and services we offer and provide a better customer experience.

– Advertising cookies: Those which, whether installed by us or by third parties, allow us to manage, as efficiently as possible, the advertising space available on the Website and adapt the content of the advertisement to the content of the service requested or to the use of our Website. In doing so, we may analyse your Internet browsing habits and show you advertising tailored to your browsing profile.

– Behavioural advertising cookies: Cookies that enable the advertising space on a website, application or platform providing a service to be used as effectively as possible. These cookies store information about the behaviour of users obtained from continual observation of their browsing habits, with a view to developing an individual profile to which advertising can then be tailored.

– Third-party cookies: On our Website we also use Google Analytics, a web analytics tool from Google that gives us a clearer understanding of how visitors use our Website. It also enables cookies in the specific domain of the Website where the user is located and uses cookies known as `__utma` and `__utmz` to collect information anonymously and report on Website trends without identifying individual users.

Further information on Google Analytics cookies and privacy:

Together with our server log files, they show us the total number of users to have visited our site and the most popular pages of the site. These cookies give us information that can help us improve the browsing experience and provide a better service to users

and customers. Third-party cookies may also be installed when interacting with certain content on our Website (for example, when clicking on social media buttons or watching videos hosted on another website). Third-party cookies are those installed by a domain other than that of our Website. We are unable to access the data stored in the cookies of other websites when you browse those websites.

Below is the link to the Google website, where you can find a description of the types of cookies used by Google Analytics and their expiration periods:

<https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>

By using this Website, the User expressly consents to the processing of their data collected in the manner and for the purposes described above. They likewise acknowledge that they may block the processing of their data by disabling the use of cookies in their browser settings. However, this option of blocking cookies via the browser may render certain functions and features of this Website unavailable.

The User may allow, block or delete the cookies installed on their computer via the settings screen of the browser installed on their computer, as follows:

Internet Explorer: Tools -> Internet Options -> Privacy -> Settings.

For more information, please consult Microsoft support or the browser's Help section.

Firefox: Tools -> Options -> Privacy -> History -> Custom Settings.

For more information, please consult Mozilla support or the browser's Help section.

Chrome: Settings -> Show advanced settings -> Privacy -> Content settings.

For more information, please consult Chrome support or the browser's Help section.

Safari: Preferences -> Security.

For more information, please consult Apple support or the browser's Help section.

Changes to the cookies policy

We may update the Cookies Policy of our Website from time to time. We therefore recommend that you review this policy each time you visit our Website so as to ensure that you are properly informed about how we use cookies and for what purposes. The Cookies Policy was last updated in [January 2024].

Providers and collaborators that we share cookies with:

- *Google (analytics and ads): measurement of web activity and management of segmented marketing campaigns.*
- *Microsoft Ads (Bing): management of segmented marketing campaigns.*
- *Meta (Facebook and Instagram) management of segmented marketing campaigns.*
- *The Hotels Network: Content management and offers on our own website in relation to user behaviour.*
- *Derbysoft: Management of campaigns in hotel aggregators*
- *Hijiffy: Chatbot for user assistance*
- *Cookiepro: cookie consent manager*

GOOGLE USERS

Privacy Policy for users visiting the Website via Google "LOGIN".

This section of our Privacy Policy explains the data we collect, why we collect it and how you can update, manage, export and erase it.

When you access our "Loyalty" website, we collect the following information to provide you with the best services and to be able to respond to your request: **User's email, first name(s) and surname(s), date of birth and telephone number. Under no circumstances** will we ever collect or store your Google login details or password. We will use your email address and first and last name(s) for the following purposes: to contact you and to be able to respond to your requests for information or anything else you would like to do on our "Loyalty" website.

Of course you may access your data at any time to make or request modifications, cancel your account on our Website and with our loyalty programme, or ask us about the information we have on record regarding your user profile. Rest assured that all of your data will be duly protected and will be processed at all times in compliance with applicable data protection laws, as set out in Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 ("GDPR").